

BlackBerry 7510 Troubleshooting Guide

The BlackBerry device relies on digital cellular service for cell phone and e-mail functionality. Unlike other devices, it will not operate in an "analog only" area.




Cannot make a cellular connection

1. Check the battery charge level as shown by the battery icon on the top left of the home screen.
 - **No Power - Battery Charge Indicator** does not show a charge or is very weak. The battery icon may be **red**. The solution: **charge the battery**.
 - **Adequate Power** - battery icon shows some charge - **Go to step 2**
2. Check the **Signal Strength Indicator** on the home screen. (1 to 5 bars, as shown below, indicating signal strength). If there is no signal, you may be out of range of the Nextel network.

If you are sure you are in range of the network, but show no signal strength, press **Alt-Right Shift-Del** at the same time. This will cause the BlackBerry to reacquire a network connection.

The process for this procedure is:

1. Press **Alt-Right Shift-Del** (The Del key is also the Backspace key.)
 2. The screen will go blank, and an hourglass will appear. **Wait** for the hourglass to go away.
 3. The Nextel startup screen will appear. **Wait** for it to go away.
 4. A screen that says Verifying Security Software will appear. **Wait** for it to go away.
 5. Check the **Radio Tower icon**. If you see this icon , click it to turn on the wireless service.
3. Look at the **Connection Status** letters. The best indicator of a good digital connection is when the capital letters **NXTL** appear to the **left** of the signal strength icon. **Capital** letters mean you **can** do something, lower case letters or no letters mean you cannot.
- When a capital **N** appears, you can place and answer **phone calls**, and receive **SMS messages**. If this letter is lower case, you can't do this.
 - When a capital **X** appears, you can place and receive **Nextel Direct Connect calls**. If this letter is lower case, you can't do this.



- When a capital **T** and **L** appear, you can send and receive **email** and **PIN messages**, and **browse web pages**. If these letters are lower case, you can't do this.

Intermittent or No cellular signal

1. **Is the Phone turned off?** - check the Signal Strength Indicator. If the word **OFF** appears, turn the wireless feature on. Use the track wheel to scroll to the **Radio Tower** icon.

This icon indicates that wireless service is **OFF**:  **Click** it to turn wireless service on.

It may take several seconds after clicking for the Signal Strength to appear. If you are within a building, move to an outside wall, preferably near a window, or go outside.

2. Check your location in your cellular provider's coverage area. ([Nextel Coverage](#)) If you are within the Nextel coverage area, the signal may be blocked by surrounding hills or buildings. Move to a different location.

Note: When first powering on the BlackBerry, wait 30 seconds or more for the device to acquire a cellular signal. This will be indicated by 1 to 5 bars appearing on the Signal Strength Indicator. Attempting to access the **Nextel On-Line** network before the signal has been acquired will cause an error message to be displayed.